

## ABSTRACT

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2 The invention is directed to a system for providing a remote support service  
3 between at least one support-service provider's site and a customer's site having a  
4 customer's information technological (IT) infrastructure, comprising: an information  
5 collecting component which collects information about the customer's IT  
6 infrastructure; a storage component which stores collected information according to a  
7 data model modeling at least part of the customer's IT infrastructure; an information-  
8 transferring component capable of transferring at least part of the collected or stored  
9 information or a representation of it to the support-service provider; and an analysis  
10 component which analyzes the stored or transferred information or representation as  
11 a basis for the provision of the remote support services. The invention is also  
12 directed to a corresponding method and computer program product.

T E X T F O R C O S T